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ABSTRACT

A survey of community employers (both past and present) involved with the Bakersfield College Cooperative Work Experience Education program from 1975 through 1977 was conducted to obtain some measurement of program credibility respective to the changes instituted over time. Survey instrument responses were collected from 109 (48.4% of those contacted) past employers. Fifty-nine employers felt that student/employee college course work was very relevant to their jobs; 52 indicated that the course work very much increased student value as an employee. Seventy-eight employers would hire other program students in the future. In determining whether the program improved employee job satisfaction, 22 employers decided it was most effective in reducing turnover and training costs, 36 felt it significantly effective, while 23 felt it only moderately effective and 10 felt it had a very limited effect. Fall semester 1977 employers were also surveyed by oral interviews to evaluate the job performance of 185 participating students in terms of job competence, dependability, attendance, initiative, appearance, relationships with co-workers, and job progress. Employers appeared to be generally satisfied with the program students. Specific fall 1977 employer responses (n=115) relative to various student-held positions are presented. Copies of the evaluation forms are appended. (TR)

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COMMUNITY EMPLOYERS' EVALUATION OF BAKERSFIELD COLLEGE

COOPERATIVE WORK EXPERIENCE EDUCATION PROGRAM

JC 780 222

COMMUNITY EMPLOYERS' EVALUATION OF BAKERSFIELD COLLEGE COOPERATIVE WORK EXPERIENCE EDUCATION PROGRAM

by

Warren E. Helmstedter

Bakersfield College

March, 1978

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COMMUNITY EMPLOYER'S EVALUATION OF BAKERSFIELD COLLEGE

COOPERATIVE WORK EXPERIENCE EDUCATION PROGRAM

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INTRODUCTION

The validity of a Cooperative Work Experience Education program is dependent on the program's capabilities to purvey students with the necessary job entry level skills, basic educational skills, and proper attitudes to an employment situation. The goal is that the students experience a practical application of classroom theory to job productivity and learn to work harmoniously within this structure. It is important to note the Bakersfield College Work Experience Program serves three types of students: students with little or no training or exposure to the working system; students in retraining; and students seeking up-grading skills with their current company. Obviously, students' successes depend on their ability to make commitments and apply themselves to the course work and related job experience.

The purpose of the work experience is to facilitate this relationship by giving direction; creating student motivation; and incentive to succeed at school and job. While program integrity lies in the relationship between students, their course work, employers and instructor/coordinators.

Since the Fall semester of 1975, when a major evaluation survey was completed on campus regarding the Bakersfield College Work Experience program, changes have been instituted to bring accountability to the program.

Purpose of Current Evaluation

This evaluation was conducted with present and past community employers that have been involved with the program over the past two years. The purpose being to obtain some measurement of program credibility respective to the changes instituted over the period of time.

Major Goals

To have past and present participating community employers evaluate the Bakersfield College Work Experience Program for a time period covering two years.

Current Semester Program (Fall 1977)

Employers will evaluate the work experience students' job performance using the students' training agreement evaluation form. Work Experience Instructor/Coordinators will conduct an oral interview with supervisors to complete the program evaluation survey.

Past Semesters' Program

To select, at random, past work experience community employers from each departmental area conducting work experience programs during the following semesters, Spring and Fall 1976, and Spring 1977. The employers were mailed the program evaluation survey and asked to return the completed survey to the college research office.

The areas of concern to be evaluated are as follows:

1. The relevancy of students' course work to the job and has this relationship increased the students' value on the job.
2. The work experience students' full-time employment potentiality.
3. The program's ability to assist in reducing employers training costs through students' job understanding and satisfaction.
4. To evaluate the work experience program as an effective means for employers to contribute input to college courses and/or programs.
5. To have employers openly comment or make suggestions for program improvement.

Types of Evaluation Instruments

1. Present Employer Evaluation
   a. Student job performance evaluation. This evaluation form

is a part of the school's work experience training agreement. The evaluation portion compiles several job characteristics into seven major categories that are measured on a four point scale, 1 being lowest, or meaning limited progress has been made by the student on the job. While a 4, being highest on the scale, meaning the student progressed exceedingly well on the job.

This evaluation is completed each semester on each work experience student. The evaluations were placed on data processing cards and fed into the computer for compilation and print-out; they are included in this survey for comparison purposes.

b. Oral interviews will be conducted with job supervisors when Work Experience Instructor/Coordinators make the job-site visits. For this process an evaluation questionnaire was developed to assure coordinators would stay within the categorical areas to be measured. Coordinators were instructed to ask the questions and record the supervisors' responses.

Past Employers' Evaluation

a. The oral interview questionnaire was adopted by making some slight variations in rephrasing the questions and placing selected answers that can be circled by the evaluator. The instrument would measure the same categories of the program that were of interest.

NOTE: Copies of the cover letters and instruments used for this evaluation survey will be found at the back of this report.

There were one hundred eighty five (185) students completing the Fall semester, 1977, Work Experience Program. On the following page is a summary of their evaluations compiled and averaged to project the students' overall performance on the job in seven major categorical areas. Employers appear to be satisfied with Bakersfield College Work Experience students based on the average ratings indicated on the summary sheet. Those ratings being 3.4 to 3.5 on a 4.0 scale.

Following the summary page, student evaluations are broken down into departmental compilations.

COOPERATIVE WORK EXPERIENCE STUDENTS JOB PERFORMANCE EVALUATION

SUMMARY OF TOTAL PROGRAM

FALL SEMESTER, 1977

Areas Evaluated	4 Exceeds Standards	3 Meets Standards	2 Needs Further Improvement	1 Limited Progress	Over-All Average of Scale	Student Completions
Job Competence	83	91	8	3		
percentage	44.8	49.2	4.3	1.6	3.4	185
Dependability	100	78	6	1		
percentage	54.0	42.1	3.2	0.5	3.5	185
Attendance	107	58	16	3		
percentage	58.1	31.5	8.7	1.6	3.5	184*
Initiative	98	77	9	1		
percentage	52.9	41.6	4.8	0.5	3.5	185
Appearance	87	90	7	1		
percentage	47.0	48.6	3.7	0.5	3.4	185
Relationships with people	100	70	11	2		
percentage	54.6	38.2	6.0	1.0	3.5	183*
Progress on the job	86	78	14	3		
percentage	47.5	43.0	7.7	1.6	3.4	181*

*Some supervisors did not evaluate on all designated areas

COOPERATIVE WORK EXPERIENCE STUDENTS JOB PERFORMANCE EVALUATION

SUMMARY OF GENERAL WORK EXPERIENCE 51

Areas Evaluated	4 Exceeds Standards	3 Meets Standards	2 Needs Further Improvement	1 Limited Progress	Over-All Average of Scale	Student Completions
Job Competence	8	4	1	1		
percentage	57.1	28.5	7.1	7.1	3.4	14
Dependability	11	2	1	0		
percentage	78.5	14.2	7.1	0.0	3.7	14
Attendance	9	5	0	0		
percentage	64.2	35.7	0.0	0.0	3.6	14
Initiative	11	2	1	0		
percentage	78.5	14.2	7.1	0.0	3.7	14
Appearance	9	5	0	0		
percentage	64.2	35.7	0.0	0.0	3.6	14
Relationships with people	11	2	1	0		
percentage	78.5	14.2	7.1	0.0	3.7	14
Progress on the job	8	4	1	0		
percentage	61.5	30.7	7.6	0.0	3.5	13*

*Some supervisors did not evaluate on all designated areas

COOPERATIVE WORK EXPERIENCE STUDENTS JOB PERFORMANCE EVALUATION

SUMMARY OF AGRICULTURE WORK EXPERIENCE 50

Areas Evaluated	4 Exceeds Standards	3 Meets Standards	2 Needs Further Improvement	1 Limited Progress	Over-All Average of Scale	Student Completions
Job Competence	13	12	1	0		
percentage	50.0	46.1	3.8	0.0	3.5	26
Dependability	14	11	1	0		
percentage	53.8	42.3	3.8	0.0	3.5	26
Attendance	16	5	5	0		
percentage	61.5	19.2	19.2	0.0	3.4	26
Initiative	9	14	3	0		
percentage	34.6	53.8	11.5	0.0	3.2	26
Appearance	12	14	0	0		
percentage	46.1	53.8	0.0	0.0	3.5	26
Relationships with people	18	5	3	0		
percentage	69.2	19.2	11.5	0.0	3.6	26
Progress on the job	15	10	1	0		
percentage	57.6	38.4	3.8	0.0	3.5	26

*Some supervisors did not evaluate on all designated areas

COOPERATIVE WORK EXPERIENCE STUDENTS JOB PERFORMANCE EVALUATION

SUMMARY OF ARCHITECTURE WORK EXPERIENCE 50

Areas Evaluated	4 Exceeds Standards	3 Meets Standards	2 Needs Further Improvement	1 Limited Progress	Over-All Average of Scale	Student Completions
Job Competence	0	5	0	0		
percentage	0.0	100.0	0.0	0.0	3.0	5
Dependability	5	0	0	0		
percentage	100.0	0.0	0.0	0.0	4.0	5
Attendance	3	2	0	0		
percentage	60.0	40.0	0.0	0.0	3.6	5
Initiative	3	2	0	0		
percentage	60.0	40.0	0.0	0.0	3.6	5
Appearance	1	4	0	0		
percentage	20.0	80.0	0.0	0.0	3.2	5
Relationships with people	2	3	0	0		
percentage	40.0	60.0	0.0	0.0	3.4	5
Progress on the job	2	3	0	0		
percentage	40.0	60.0	0.0	0.0	3.4	5

*Some supervisors did not evaluate on all designated areas

COOPERATIVE WORK EXPERIENCE STUDENTS JOB PERFORMANCE EVALUATION

SUMMARY OF BROADCASTING, JOURNALISM & PHOTO JOURNALISM
WORK EXPERIENCE 50

Areas Evaluated	4 Exceeds Standards	3 Meets Standards	2 Needs Further Improvement	1 Limited Progress	Over-All Average of Scale	Student Completions
Job Competence	4	2	0	0		
percentage	66.6	33.3	0.0	0.0	3.7	6
Dependability	5	1	0	0		
percentage	83.3	16.6	0.0	0.0	3.8	6
Attendance	5	1	0	0		
percentage	83.3	16.6	0.0	0.0	3.8	6
Initiative	5	1	0	0		
percentage	83.3	16.6	0.0	0.0	3.8	6
Appearance	4	2	0	0		
percentage	66.6	33.3	0.0	0.0	3.7	6
Relationships with people	5	1	0	0		
percentage	83.3	16.6	0.0	0.0	3.8	6
Progress on the job	4	2	0	0		
percentage	66.6	33.3	0.0	0.0	3.8	6

*Some supervisors did not evaluate on all designated areas

COOPERATIVE WORK EXPERIENCE STUDENTS JOB PERFORMANCE EVALUATION

SUMMARY OF BUSINESS MANAGEMENT WORK EXPERIENCE 50

Areas Evaluated	4 Exceeds Standards	3 Meets Standards	2 Needs Further Improvement	1 Limited Progress	Over-All Average of Scale	Student Completions
Job Competence	10	8	1	1		
percentage	50.0	40.0	5.0	5.0	3.4	20
Dependability	9	11	0	0		
percentage	45.0	55.0	0.0	0.0	3.5	20
Attendance	13	6	0	0		
percentage	68.4	31.5	0.0	0.0	3.7	19*
Initiative	10	9	1	0		
percentage	50.0	45.0	5.0	0.0	3.5	20
Appearance	11	7	2	0		
percentage	55.0	35.0	10.0	0.0	3.5	20
Relationships with people	12	5	3	0		
percentage	60.0	25.0	15.0	0.0	3.5	20
Progress on the job	7	9	3	0		
percentage	36.8	47.3	15.7	0.0	3.2	19*

*Some supervisors did not evaluate on all designated areas

COOPERATIVE WORK EXPERIENCE STUDENTS JOB PERFORMANCE EVALUATION

SUMMARY OF CLERKS, SECRETARIES AND DATA PROCESSING
WORK EXPERIENCE 50

Areas Evaluated	4 Exceeds Standards	3 Meets Standards	2 Needs Further Improvement	1 Limited Progress	Over-All Average of Scale	Student Completions
Job Competence	1	0	0	0	4.0	1
percentage	100.0	0.0	0.0	0.0		
Dependability	1	0	0	0		
percentage	100.0	0.0	0.0	0.0	4.0	1
Attendance	1	0	0	0		
percentage	100.0	0.0	0.0	0.0	4.0	1
Initiative	1	0	0	0		
percentage	100.0	0.0	0.0	0.0	4.0	1
Appearance	0	1	0	0		
percentage	0.0	100.0	0.0	0.0	3.0	1
Relationships with people	0	1	0	0		
percentage	0.0	100.0	0.0	0.0	3.0	1
Progress on the job	1	0	0	0		
percentage	100.0	0.0	0.0	0.0	4.0	1

*Some supervisors did not evaluate on all designated areas

COOPERATIVE WORK EXPERIENCE STUDENTS JOB PERFORMANCE EVALUATION

SUMMARY OF DENTAL ASSISTING WORK EXPERIENCE 50

Areas Evaluated	4 Exceeds Standards	3 Meets Standards	2 Needs Further Improvement	1 Limited Progress	Over-All Average of Scale	Student Completion
Job Competence	3	5	0	0		
percentage	37.5	62.5	0.0	0.0	3.4	8
Dependability	3	4	1	0		
percentage	37.5	50.0	12.5	0.0	3.3	8
Attendance	3	3	2	0		
percentage	37.5	37.5	25.0	0.0	3.1	8
Initiative	4	4	0	0		
percentage	50.0	50.0	0.0	0.0	3.5	8
Appearance	6	2	0	0		
percentage	75.0	25.0	0.0	0.0	3.8	8
Relationships with people	2	4	1	0		
percentage	28.5	57.1	14.2	0.0	3.4	7*
Progress on the job	5	3	0	0		
percentage	62.5	37.5	0.0	0.0	3.6	8

*Some supervisors did not evaluate on all designated areas

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COOPERATIVE WORK EXPERIENCE STUDENTS JOB PERFORMANCE EVALUATION

SUMMARY OF INDUSTRIAL EDUCATION WORK EXPERIENCE 50

Areas Evaluated	4 Exceeds Standards	3 Meets Standards	2 Needs Further Improvement	1 Limited Progress	Over-All Average of Scale	Student Completions
Job Competence	30	40	2	0		
percentage	41.6	55.5	2.7	0.0	3.4	72
Dependability	37	34	1	0		
percentage	51.3	47.2	1.3	0.0	3.5	72
Attendance	40	26	5	1		
percentage	55.5	36.1	6.9	1.3	3.5	72
Initiative	38	31	3	0		
percentage	52.7	43.0	4.1	0.0	3.5	72
Appearance	29	41	2	0		
percentage	40.2	56.9	2.7	0.0	3.4	72
Relationships with people	38	31	2	0		
percentage	53.5	43.6	2.8	0.0	3.5	71*
Progress on the job	34	30	8	0	3.4	72
percentage	47.2	41.6	11.1	0.0		

*Some supervisors did not evaluate on all designated areas

COOPERATIVE WORK EXPERIENCE STUDENTS JOB PERFORMANCE EVALUATION

SUMMARY OF LAW ENFORCEMENT WORK EXPERIENCE 50

Areas Evaluated	4 Exceeds Standards	3 Meets Standards	2 Needs Further Improvement	1 Limited Progress	Over-All Average of Scale	Student Completions
Job Competence	7	8	2	0		
percentage	41.1	47.0	0.0	0.0	3.3	17
Dependability	8	7	2	0		
percentage	47.0	41.1	11.7	0.0	3.4	17
Attendance	9	6	1	1		
percentage	52.9	35.2	5.8	5.8	3.4	17
Initiative	9	7	1	0		
percentage	52.9	41.1	5.8	0.0	3.5	17
Appearance	7	8	1	1		
percentage	41.1	47.0	5.8	5.8	3.2	17
Relationships with people	5	11	0	1		
percentage	29.4	64.7	0.0	5.8	3.2	17
Progress on the job	4	12	0	1		
percentage	23.5	70.5	0.0	5.8	3.1	17

*Some supervisors did not evaluate on all designated areas

COOPERATIVE WORK EXPERIENCE STUDENTS JOB PERFORMANCE EVALUATION

SUMMARY OF LIBRARY TECHNICIAN WORK EXPERIENCE 50

Areas Evaluated	4 Exceeds Standards	3 Meets Standards	2 Needs Further Improvement	1 Limited Progress	Over-All Average of Scale	Student Completion
Job Competence	1	1	0	0		
percentage	50.0	50.0	0.0	0.0	3.5	2
Dependability	2	0	0	0		
percentage	100.0	0.0	0.0	0.0	4.0	2
Attendance	2	0	0	0		
percentage	100.0	0.0	0.0	0.0	4.0	2
Initiative	1	1	0	0		
percentage	50.0	50.0	0.0	0.0	3.5	2
Appearance	1	1	0	0		
percentage	50.0	50.0	0.0	0.0	3.5	2
Relationships	0	2	0	0		
with people	0.0	100.0	0.0	0.0	3.0	2
percentage						
Progress on						
the job	1	0	0	0		
percentage	100.0	0.0	0.0	0.0	4.0	1*

*Some supervisors did not evaluate on all designated areas

COOPERATIVE WORK EXPERIENCE STUDENTS JOB PERFORMANCE EVALUATION

SUMMARY OF MEDICAL ASSISTING WORK EXPERIENCE 50

Areas Evaluated	4 Exceeds Standards	3 Meets Standards	2 Needs Further Improvement	1 Limited Progress	Over-All Average of Scale	Student Completions
Job Competence	4	2	1	1		
percentage	50.0	25.0	12.5	12.5	3.1	8
Dependability	3	4	0	1		
percentage	37.5	50.0	0.0	12.5	3.1	8
Attendance	4	1	2	1		
percentage	50.0	12.5	25.0	12.5	3.0	8
Initiative	4	3	0	1		
percentage	50.0	37.5	0.0	12.5	3.3	8
Appearance	3	3	2	0		
percentage	37.5	37.5	25.0	0.0	3.1	8
Relationships with people	3	3	1	1		
percentage	37.5	37.5	12.5	12.5	3.0	8
Progress on the job	4	1	1	2		
percentage	50.0	12.5	12.5	25.0	2.8	8

*Some supervisors did not evaluate on all designated areas

COOPERATIVE WORK EXPERIENCE STUDENTS JOB PERFORMANCE EVALUATION

SUMMARY OF TEACHER AIDES WORK EXPERIENCE 50

Areas Evaluated	4 Exceeds Standards	3 Meets Standards	2 Needs Further Improvement	1 Limited Progress	Over-All Average of Scale	Student Completions
Job Competence	2	4	0	0		
percentage	33.3	66.6	0.0	0.0	3.3	6
Dependability	2	4	0	0		
percentage	33.3	66.6	0.0	0.0	3.3	6
Attendance	2	3	1	0		
percentage	33.3	50.0	16.6	0.0	3.2	6
Initiative	3	3	0	0		
percentage	50.0	50.0	0.0	0.0	3.5	6
Appearance	4	2	0	0		
percentage	66.6	33.3	0.0	0.0	3.7	6
Relationships with people	4	2	0	0	3.7	6
percentage	66.6	33.3	0.0	0.0		
Progress on the job	1	4	0	0		
percentage	20.0	80.0	0.0	0.0	3.2	5*

*Some supervisors did not evaluate on all designated areas

The following data are an analysis of one hundred fifteen (115) oral interview surveys completed, representing 62% of the one hundred eighty-five (185) community employer/supervisors participating in the Fall semester of 1977, Work Experience Program. A summary table on the following pages compiles employer responses to the five questions divided into six employer categorical areas. The summary numbers and percentages are totaled at the bottom of the page. Note: percentages are computed to respond to each item. Favorable responses seem to be indicated on Questions 1 and 2, while Question 3 seems to be a factor employers have not examined or related to, or is perhaps a very difficult factor to measure.

About half the employers feel they contribute their input to the program while the other half chose not to. Less than 25% contributed suggestions for program improvement. More insight can be achieved by reading the comments following the summary.

SUMMARY TO-DATE (FEBRUARY 23, 1978) OF WORK EXPERIENCE SURVEY

Division	Total to Respond	#1 (course work) Pos.	#1 Neu.	#1 Neg.	#2 (hire another) Pos.	#2 Neu.	#2 Neg.	#3 (training costs) Pos.	#3 Neu.	#3 Neg.	#4 (contribute input) Pos.	#4 Neu.	#4 Neg.	#5 Number to Contribute Suggestions
Industrial Education	64	51	7	6	43	14	4	22	19	8	14	8	26	17
		79.7	10.9	9.4	70.5	23.0	6.6	44.9	38.8	16.3	29.2	16.7	54.2	26.6
Business Management	20	12	5	3	5	10	5	2	15	3	2	3	1	1
		60.0	25.0	15.0	25.0	50.0	25.0	10.0	75.0	15.0	33.3	50.0	16.7	5.0
General Work Experience	16	12	0	4	7	6	3	1	15	0	3	13	0	4
		75.0		25.0	43.8	37.5	18.8	6.3	93.7		18.8	81.3		25.0
Teacher Aide, Library Technician	6	5	1	0	6	0	0	3	2	0	4	2	0	4
		83.3	16.7		100.0			60.0	40.0		66.7	33.3		66.7
Police-Merchant Patrol	5	4	1	0	3	2	0	1	4	0	4	1	0	2
		80.0	20.0		60.0	40.0		20.0	80.0		80.0	20.0		40.0
Journalism	4	3	1	0	3	0	0	1	3	0	1	2	1	4
		75.0	25.0		100.0			25.0	75.0		25.0	50.0	25.0	100.0
Tota	115	87	15	13	67	32	12	30	58	21	28	29	28	32
		75.7	13.0	11.3	60.4	28.8	10.8	27.5	53.2	19.3	32.9	34.1	32.9	27.8

Note: Percentages on Questions 1, 2, 3, and 4 are based on number to respond to the item.
Percentages on #5 are percent of total number to write comment.

RESPONSES TO INTERVIEW
OF FALL, 1977 WORK EXPERIENCE EMPLOYERS

Industrial Education

1. Do you feel that the student/employee's course work at Bakersfield College has been relevant to what he/she has been doing on the job for you? Has the course work increased this person's worth as an employee?

Positive responses 49

Comments:

Marketing class is related.

Family course is good for the employee - he just got married.

The courses have made the person very worthwhile.

The employee is already running the show for us.

Program has resulted in student taking better interest in his work.

Specific courses singled out for praise:

Welding	5
Auto body	3
Auto diesel	1
Psychology	1
Geography	1
Marketing	1
Metal work (general)	1

Neutral, cannot tell yet 7

Comments:

Courses were not always relevant to his skills, however, ability and attitude have improved.

It helped a little.

Negative 6

Comments:

Not specific in relating to job classification.

Person says he has learned a lot more on job than at school.

Hard to connect class with our type of work.

2. Based on your experiences with _____, would you hire another work experience employee when another position opens?

Positive responses 41

Comments:

Yours is one of the finest programs in the state.

We favor college students when we can get them.

Glad to have our employees take courses to improve.

If all are the calibre of this fall's student, I would definitely hire another.

Neutral - possibly 14

I do not do hiring	8
Not enough information to tell yet	4
Depends on needs	2

Negative 4

Comments:

Not much interest in hiring.

Can do better with our own training program.

3. Do you feel the work experience program decreases employee turnover and, therefore, decreases training costs for the employer?

Positive 21

Comments:

Employee-student has improved attitudes and productivity, how to deal with customers.

One of the more valuable training programs available to students.

People who continue education are more stable employees.

Neutral, don't know, cannot tell 18

Negative 8

4. Do you feel the work experience program has given you a means to contribute your input to BC courses and programs?

Positive 12

Comments:

Some input through student.

Supervisors are teaching continuing education courses at BC.

Not necessary to have input, maybe they have not taken advantage of it 8

Negative or very little 26

5. Do you have any other suggestions that might aid us in improving the work experience program?

Total to comment 17

Representative comments:

Advertise to get applicants.

Have courses in aluminum welding.

Would like instructors to be more familiar with working conditions.

Have metal work of different nature - stress more use of breaking points and what happens to metal under heat.

Pay employee same amount you pay students and teacher to defray the cost - employer could have more apprentices. It is a costly and hard job to train a man and also pay him a liveable wage.

Explain more to students about how the free enterprise system functions, what it means to them and to the nation.

Need way to let the supervisors know what the program is all about.

There has been a great deal of improvement.

Try to work with construction industry to give a small touch of construction during the summer.

Business Management

1. Do you feel that the student/employee's course work at Bakersfield College has been relevant to what he/she has been doing on the job for you? Has the course work increased this person's worth as an employee?

Positive 12

Comments:

Management related courses are helpful.

Marketing courses are helpful.

Has shown significant increase in his management skills.

His effort at continuing his education has really made a difference.

Neutral 5

Comments:

Too early to tell, perhaps program will have spinoff effect.

Math is more job related than management program.

Negative 3

Comments:

Program was not helpful, student was fired for dishonesty.

Student not yet management material.

Generally hire more mature college graduates.

2. Based on your experiences with _____, would you hire another work experience employee when another position opens?

Positive 5

Comments:

We are willing to consider BC students when job opens.

Those who continue education are more valuable.

Neutral, do not do hiring, depends on situation 10

Comments:

We take what is sent by the top brass.

We give BC students the same opportunity as other employees.

Negative 5

Comments:

Prefer mature individuals.

Do not generally hire work experience employees.

3. Do you feel the work experience program decreases employee turnover and, therefore, decreases training costs for the employer?

Generally, yes	2
Uncertain, do not know	15
We prefer to bring this about with our in-service training program	3

4. Do you feel the work experience program has given you a means to contribute your input to BC courses and programs?

Positive	2
Do not feel this is necessary	3
Negative	1

5. Do you have any other suggestions that might aid us in improving the work experience program?

Number of responses 1

Comment:

How can the college help people to become more patient, less emotional when dealing with day-to-day job operations?

General Work Experience

1. Do you feel that the student/employee's course work at Bakersfield College has been relevant to what he/she has been doing on the job for you? Has the course work increased this person's worth as an employee?

Positive 11

Comments:

Seminar and related courses in ag have helped.

Have hired six BC work experience students part time.

All courses helped.

Is capable, consciencious employee.

Negative 4

Comments:

Has already left job. Did not apply himself.

School and work did not go together, so had to give up job.

Course and occupation did not match, so went elsewhere.

2. Based on your experiences with _____, would you hire another work experience employee when another position opens?

Positive 7

Comments:

Partial to BC students as employees.

Yes, wish we could get one like this person all the time.

We have openings right now.

Neutral 6

Comments:

We have separate personnel department. (2)

We like all employees to continue self education. (3)

Negative 3

Comments:

We prefer serious types who are willing to learn and apply themselves.

The last work experience employee quit without two weeks notice.

Many students are getting too big for their britches, I prefer high school graduates.

3. Do you feel the work experience program decreases employee turnover and, therefore, decreases training costs for the employer?

Positive 1

Neutral, unknown 15

Comments:

It varies with the individual person.

Haven't had enough experience with BC to know.

We have our own training program to do this.

4. Do you feel the work experience program has given you a means to contribute your input to BC courses and programs?

Positive 3

Comment:

Had some thorough coordinator visits.

Neutral, haven't needed to 13

Comments:

Our needs are so specific that little can be done to match programs to our needs. Probably not necessary if BC continues with a wide variety of courses for people to take as their needs vary.

BC has no specialized retraining courses.

5. Do you have any other suggestions that might aid us in improving the work experience program?

Total responses 4

Comments:

Could BC courses offer more specific oil production, field machine courses?

Keep it up.

Don't let people get carried away with their own importance.

Have more programs like the management program where a wide variety of job classifications can get good basic principles that are universally applicable.

Teacher Aide, Library Technician

1. Do you feel that the student/employee's course work at Bakersfield College has been relevant to what he/she has been doing on the job for you? Has the course work increased this person's worth as an employee?

Positive 5

Comments:

It is hard for me to know what methods he has received in class, but I feel his on the job training will be valuable to him in the future.

Based on conversations with the student coordinator and with our student/employee, it would appear that she has profited from her work experience program (class portion). She has returned with new ideas, methods of motivating students, and has learned from the case histories that are discussed and resolved in the class portion.

Yes, I feel that the course work at BC has been relevant because of the discussions that go on during class time. It gives the employee a different look at the different students in the class as far as their work situations go.

Both questions above must--in my opinion--receive an unqualified "yes"! BC work experience courses typically reflect relevancy with accompanying increases in the self-worth of the student.

Neutral 1

Don't know 1

2. Based on your experiences with _____, would you hire another work experience employee when another position opens?

Positive 6

Comment:

Both the Bakersfield City Schools and the individual in training benefit from this program.

3. Do you feel the work experience program decreases employee turnover and, therefore, decreases training costs for the employer?

Positive 3

Comments:

If the right input is put into the program, the work experience program should increase the employee's worth to the district. However it would depend on the amount of hours the work experience program works with.

Yes, especially on a long-term basis. The student's actual and felt competency seems to have a stabilizing effect!

Neutral, not sure 2

4. Do you feel the work experience program has given you a means to contribute your input to BC courses and programs?

Positive 4

Comments:

I assume yes, because our student/employee would convey some of my beliefs and theories in regards to special education, expecially in the vocational training areas.

Absolutely! BC - Beardsley School communications are always excellent.

Not sure 2

5. Do you have any other suggestions that might aid us in improving the work experience program?

Comments total 4

Comments:

Hope to continue the present relationship.

Simply continue to design your courses with the same zeal and thoroughness you've used in the past!

Police (4) - Merchant Patrol (1)

1. Do you feel that the student/employee's course work at Bakersfield College has been relevant to what he/she has been doing on the job for you? Has the course work increased this person's worth as an employee?

Positive 4

Comments:

Work experience is of benefit to this department. The worth of our student/employee has increased as a result of work experience.

Yes, BC course work is relevant. Increase in worth depends upon the attitude of the student. Those interested in their job and job skills, the worth exceeds those whose interest is solely more money.

Negative (Merchant Patrol employer) 1

Comment:

The law-enforcement classes he was taking, I feel, caused him frustration in security work due to the restrictions placed on security officers. He appeared to want to be a policeman and it tended to give him a poor attitude toward his job.

2. Based on your experiences with _____, would you hire another work experience employee when another position opens?

Positive 3

Neutral, don't do hiring, depends on individual 2

3. Do you feel the work experience program decreases employee turnover and, therefore, decreases training costs for the employer?

Positive 1

Neutral, don't know, depends on individual 4

4. Do you feel the work experience program has given you a means to contribute your input to BC courses and programs?

Positive 4
(one respondent on BC advisory committee)

Negative (Merchant Patrol) 1

5. Do you have any other suggestions that might aid us in improving the work experience program?

Comments: 2

So far everything seems to fit.

Make sure students are in "Law Enforcement" related field. Security work is law enforcement related in appearance only. For example: security people are armed, uniformed, drive patrol cars, but do not function as "cops." (Merchant patrol employer)

Journalism

Questions one through three did not produce any great comments.

4. Do you feel the work experience program has given you a means to contribute your input to BC courses and programs?

Comments:

Input is good. There should be more emphasis on public relations courses. Basic news writing should be emphasized. Let student learn basics so he can be more valuable.

Yes. Nothing negative to report. There is a fantastic opportunity - interns can get as much out of it as they want. Can gain experience not available anywhere else.

5. Do you have any other suggestions that might aid us in improving the work experience program?

Comments:

Go through the WE avenue - tie in classwork for exposure to industry. Match up student's background with comparable industry. There should be more specialized P.R. courses. The agriculture media field is a good one, but specialized.

Offer course suggestions. Sit in on seminars and contribute course input. Apply practical applications - explore the psychology of the employer.

(1) Require/request media trainees to take Ken Brown's course. (2) No one is employed here without basic journalism - ability to write news stories. People should not take Brown's course without journalism training. (3) There should be more unit credit for WE-50. My student/employees are averaging 16 hours a week at Channel 23.

On November 11th, two hundred twenty-five (225) surveys were mailed to past work experience employers. The employers were selected at randum from each departmental area conducting Work Experience programs during the Spring 1976, Fall 1976, and Spring 1977 semesters. Care was taken not to duplicate mail-out surveys with any current employers that would be completing the oral-type survey. The following number of surveys mailed are as follows: Spring 1976, fifty-one (51) surveys; Fall 1976, eighty (80) surveys; and Spring 1977, ninty-four (94) surveys.

The following are the responses of past work experience employers to the survey. The one hundred nine (109) responses to the five questions represent 48.4% of the two hundred twenty-five (225) employers to which the questionnaires were mailed. The twenty-five (25) written comments on Question #6 are replicated as well.

1. Do you feel that the student/employee's course work at Bakersfield College was relevant to what he/she was doing on the job for you?

	Number	Percent
Very relevant	59	54.1
Somewhat relevant	40	36.7
Little relevancy	6	5.5
No relevancy	3	2.8
Unknown	1	.9

2. Did the course work increase this person's value as an employee?

Very much	52	47.7
Somewhat	40	36.7
A little	12	11.0
Not at all	1	.9
Unknown	3	2.8
Comment	1	.9

3. Based on your experience with this student/employee, would you hire another work experience student/employee when another position opens?

Yes	78	71.6
Maybe	26	23.9
No	2	1.8
I do not do hiring	3	2.8

4. Do you feel the work experience program improves student/employee job satisfaction, thereby reducing employee turnover and training costs for the employer?

	Number	Percent
Is most effective in reducing turnover and costs	22	20.2
Significantly effective	36	33.0
Moderately effective	23	26.6
Very limited effect	10	9.2
Experience too limited to say	11	10.1
Comment	1	.9

5. Do you feel the work experience program has given you a means to contribute your input to Bakersfield College courses and programs?

A most effective means of input	16	15.0
Significantly effective	27	25.2
Moderately effective	25	23.4
Very limited effect	13	12.2
Have not taken advantage of this means	26	24.3

6. Do you have any other suggestions that might aid us in improving work experience program or related courses? If so, please give these suggestions below.

Written comments	25	22.9
No written comments	84	77.1

PAST EMPLOYERS' EVALUATION OF COOPERATIVE WORK EXPERIENCE PROGRAM:

6. Do you have any other suggestions that might aid us in improving work experience program or related courses? If so, please give these suggestions below:

"Self Opinion."

"Meet more with the office that the girls are in to get our ideas and needs." (Kern Medical Group)

"Jean said she enjoyed the class."

"More teacher-employer contacts concerning work experience goals related to employment."

"Furnish employer with an outline of the course being taught."

"None, at present - keep up the good work."

"Find people who are dedicated to help!"

"Mr. Montoya said that he has not attended any classes for about 1½ years. My response is based on courses he has taken at that time."

"Need a work simplification class."

"Cooperation from the Industrial Education Dept. is excellent."

"The Dental Assisting course or curriculum should be a two-year program with work experience (actual practical training) in the 1st and 2nd years."

"In our case I doubt if the questions are appropriate because the employees are all of a temporary nature, sort of a means to something else later, but we appreciate the program." (Stiern Veterinary Hospital)

"10 week course is not long enough for us to evaluate or the student to receive adequate experience." (Kern County Probation Department)

"If Mr. Smith is an example of the type of student enrolled in the program, then I am very impressed."

"Work experience and education are the ultimate goal of any student! Keep up the good work."

"You must realize this student is above average in personality, meeting the public is very easy for her and this is _____ in many areas. She's very willing to give the service people enjoy." (Nobby)

It seems my student this semester is in the office only 1½ days per week instead of the 2 days/week of the past. I strongly feel that 2 days/week is a minimum, not maximum, amount of time for practical training." (Robert Reed, DDS)

Work Experience Comments (continued)

"This is the first time I've been asked to contribute."

"It would be of great value if more information regarding the work experience course were available to us, so as to obtain a better understanding of the goals at BC and the student."

"Work experience credit should be allowed only for those with less than 3 years employment with the Department, any longer than that is not training not merely credit for work you are already trained to do."

"The course instructor only visited me on one occasion and I am still a little fuzzy as to the real purpose of the course."

"Keep up Practical Work Experience Program - very valuable: gives student relevant outlook on job market; gives doctor an opportunity to same available talent." (Anthony Tarango, DDS)

"I find the youth today needs to learn something about motivation and how to handle the general public in a service manner. General mannerism has gone out the window today as far as the young people are concerned."

"Be sure tune-up mech. has California smog license."

"I. More time in office experience."
II. Outlines of approach to all offices as just a guide if they wish to participate in a -
    (1) maximum organized program - listing the number of days student will be in office and what might be done step by step.
    (2) regular organized program - similar outline starring (*) most desired points.
    (3) check list type program - get to what your office feels it can without reducing effectiveness of office productivity.
III. Give a course outline to all doctors requesting it or in work experience program so they know what student has supposed to have had and what they are going to get in the program!" (E. W. Flickinger, DDS)

HIGHLIGHTS OF EMPLOYER RESPONSES

1. Employers generally felt students' courses were relevant, and that even if a course was not relevant it had some benefit toward improving the student.
2. Employers appear to respond favorably to hiring Bakersfield College work experience students; however, many students come into the program with a current job seeking to acquire new skills or up-grade present skills for advancement potential with their present company.
3. While employers are somewhat divided in their response to training cost savings and student/employee job satisfaction, there were favorable comments regarding the student/employees. It seems employers answering with a neutral or negative answer chose not to comment, leaving the possibility some employers had not considered the work experience program as a means of assisting them in reducing employee training costs.
4. The divided responses employers gave regarding their capabilities of using the work experience program as an avenue for input to college courses and programs seems to indicate that employers had not taken advantage of this avenue or just chose not to.
5. Suggestions and/or comments made by employers were few in number; those offering suggestions, in most cases, identified areas that certainly should be brought to the attention of the program.
6. Employers' evaluations of the work experience students' job performance speaks for itself with general overall ratings falling in 3.5 range. This is a significant indication that employers are generally satisfied with the Bakersfield College Work Experience Program.

SOME CONCLUDING THOUGHTS

While this survey did not attempt to evaluate conclusively all areas of the program, it did try to obtain some feeling of how the community employers viewed the Bakersfield College Work Experience Program over the past two years.

The general consenses appears to be that the majority of the employers have a favorable impression of the program. They also identified areas that are weak and areas where communication must be improved.

We feel confident that the Bakersfield College Work Experience Program is on the right track, but there is need for continued improvement and change to keep abreast of the technological growth in the community and society in general. Results of the study appear to verify that work experience is a viable route for students as they enter the world of work.

BAKERSFIELD COLLEGE

Inter - Office Memorandum

TO: Instructor/Coordinator

DATE:

FROM: Warren Helmstedter

CC:

SUBJECT: Employer Evaluation of
BC Work Experience Program

REF:

Attached are copies of the employer structured interview survey for the Work Experience program.

The interview forms are to be completed during your regular student job site visit. I would suggest they could be completed in the following manner.

During the meeting with each student's supervisor:

First, complete supervisor's evaluation of student's performance.

Second, ask the supervisor for a few additional minutes to answer five questions regarding the Work Experience program. The purpose of these questions is stated in the opening paragraph on the survey. Be sure to complete the heading on the survey.

I would suggest you do not give the survey to the supervisor. I prefer you ask the questions and record the supervisor's answers. If the supervisor insists on you leaving the survey and they're willing to complete it, mailing it back to us, you may do so providing there is follow up--making sure the survey is returned.

For your information:

Also attached is a copy of a mail out survey we are conducting with past employers and Work Experience students.

OBJECTIVES ARE:

1. _____ 5. _____

_____ _____

2. _____ 6. _____

_____ _____

3. _____ 7. _____

_____ _____

4. _____ 8. _____

_____ _____

This plan, including the proposed Work Experience and educational experience, has been reviewed and approved by the undersigned. It may be terminated, for cause, by any person named on the memorandum, with the understanding that due notice should be given to all interested parties.

Student's Signature: _____ Date _____

Approved by Employer: _____ Date Student Conferred _____

Approved by Coordinator: _____ Date of Job Site Visit _____

Date of Student Conference _____

PERFORMANCE EVALUATION

TO BE COMPLETED WHEN COORDINATOR MAKES JOB SITE VISIT

Please evaluate student on the following criteria and place a check mark (✓) in one of the four columns at the right side: 4 exceeds standards - 3 meets standards - 2 needs further improvement - 1 limited progress.

	Supervisor				Coordinator			
	4	3	2	1	4	3	2	1
JOB COMPETENCE: How well does student meet performance standards, organization, quality and quantity of work?								
DEPENDABILITY: How well does student accept responsibility and carry through assigned tasks to completion on the job/college?								
ATTENDANCE: How punctual and regular is student on the job/college?								
INITIATIVE: How well does student show readiness to start course of action and participate constructively on the job/college?								
APPEARANCE: How well does student meet standards of appearance appropriate to his/her job?								
RELATIONSHIP WITH OTHER PEOPLE: Does student's attitude reflect thoughtfulness, tact, respect and courtesy to superiors, peers subordinates and clientele?								
PROGRESS- JC/COLLEGE: How well is student achieving his/her stated objectives (above) for improvement on the job/college?								
Initial and Date	____	____	____	____	____	____	____	____

COMMENTS _____

_____

Please send this form within 7 days to Bakersfield College, 1801 Panorama, 93305.

Bakersfield College

WORK EXPERIENCE EMPLOYER STRUCTURED-INTERVIEW FORM
FOR INSTRUCTOR/COORDINATORS

1) Name of supervisor interviewed _____

2) Name of employing company _____

3) Number of employees _____

4) Name(s) of work experience student(s) supervised _____

_____

Now that you have had _____ working for you under the cooperative work experience program for a few months, I would like you to answer a few questions concerning the program. We are asking all work experience employers questions concerning the program and plan to use the information to improve the program so it better meets the needs of both the students and Kern County businesses. We will send you a copy of the results of the survey.

1. Do you feel that the student/employee's course work at Bakersfield College has been relevant to what he/she has been doing on the job for you? Has the course work increased this person's worth as an employee?

2. Based on your experiences with _____, would you hire another work experience employee when another position opens?

3. Do you feel the work experience program decreases employee turnover and, therefore, decreases training costs for the employer?

4. Do you feel the work experience program has given you a means to contribute your input to BC courses and programs?

5. Do you have any other suggestions that might aid us in improving the work experience program?

Thank you for your cooperation.

akersfield
ollege founded 1913

October, 1977

Dear Former Work Experience Employer:

In order that Bakersfield College can be of greater service and assistance to you, we are examining our work experience program in depth this year. Your input is necessary if we are to meet your needs and the needs of the community. Will you take a few minutes of your time to assist us.

Enclosed is a brief two-page survey form referring to a specific employee(s) who has been enrolled in our work experience program over the past school year. Please complete the questionnaire and return it in the enclosed stamped, addressed envelope to our research office. If you have any questions, please do not hesitate to call me at 395-4347.

Thank you for your sincere interest and participation.

Sincerely,

Warren Helmstedter, Director
Cooperative Work Experience Education

WH:sh
Enclosures

[illegible] CA 93305 • tel:(805) 395-4011 • Kern Community College District

Bakersfield College

PAST EMPLOYER'S EVALUATION
OF COOPERATIVE WORK EXPERIENCE PROGRAM

Name of company _____

Name of supervisor completing questionnaire _____

Number of employees _____

In the past, _____ worked for you under a cooperative work experience program. We would like you to answer a few questions concerning the program. We are asking all work experience employers, both past and present, questions concerning the program and plan to use the information to improve the program so it better meets the needs of both the students and Kern County employers.

Please circle the most appropriate response.

1. Do you feel that the student/employee's course work at Bakersfield College was relevant to what he/she was doing on the job for you?

   Very relevant
   Somewhat relevant
   Little relevancy
   No relevancy

2. Did the course work increase this person's value as an employee?

   Very much
   Somewhat
   A little
   Not at all

3. Based on your experience with this student/employee, would you hire another work experience student/employee when another position opens?

   Yes
   Maybe
   No (if your response is no, please explain)

---continued on next page

4. Do you feel the work experience program improves student/employee job satisfaction, thereby reducing employee turnover and training costs for the employer?

   Is most effective in reducing turnover and costs

   Significantly effective

   Moderately effective

   Very limited effect

   Experience too limited to say

5. Do you feel the work experience program has given you a means to contribute your input to BC courses and programs?

   A most effective means of input

   Significantly effective

   Moderately effective

   Very limited effect

   Have not taken advantage of this means

6. Do you have any other suggestions that might aid us in improving work experience program or related courses? If so, please give these suggestions below.

UNIVERSITY OF CALIF.
LOS ANGELES

JUN 2 1978

CLEARINGHOUSE FOR
JUNIOR COLLEGES

Thank you for your cooperation